

# **Dolly Drive User Manual**

# Dolly Drive User Manual

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# **Dolly Drive On Your Mac**

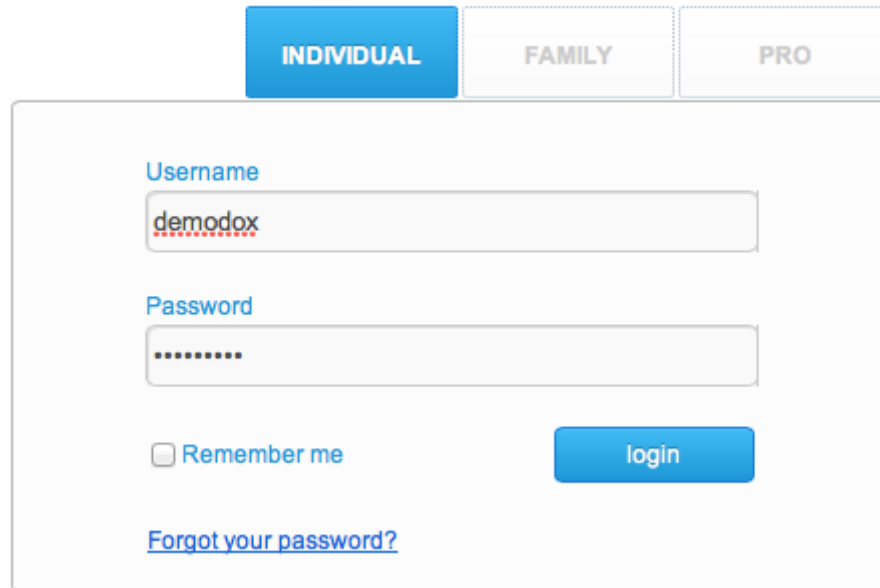
## Introduction: Installing DollyDrive & Getting Started

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Welcome to DollyDrive!

Here's a brief overview of how to install DollyDrive on your Mac, and an introduction to Dolly's components.

### Log in and download

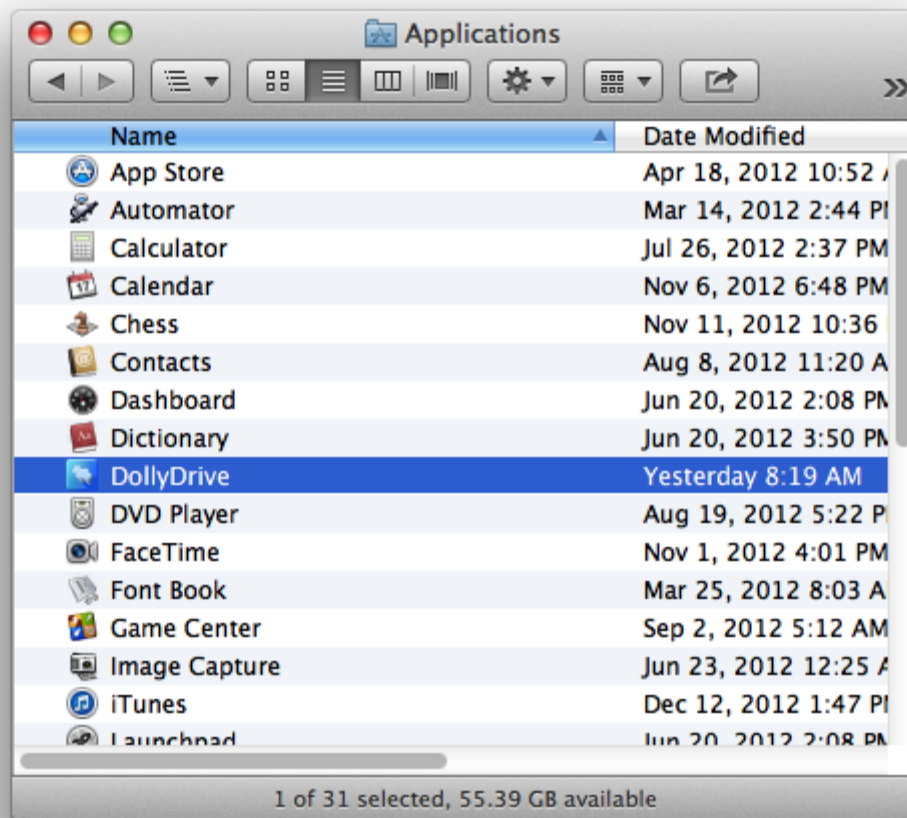


The login form features three subscription plans at the top: 'INDIVIDUAL' (highlighted in blue), 'FAMILY', and 'PRO'. Below these are two input fields: 'Username' with the text 'demodox' and a red dashed underline, and 'Password' with a masked input of dots. A 'Remember me' checkbox is located below the password field. To the right of the checkbox is a blue 'login' button. At the bottom left of the form is a blue link that reads 'Forgot your password?'.

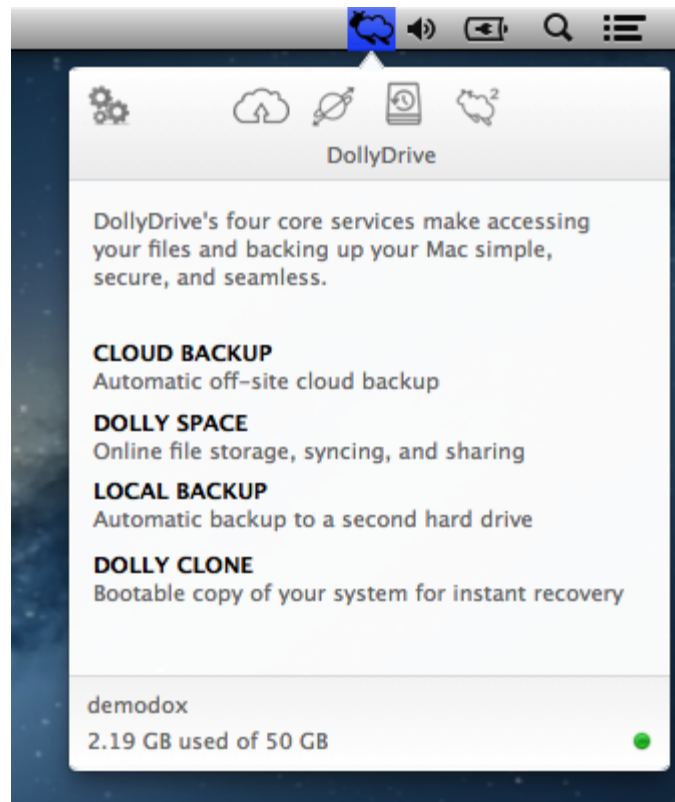
If you haven't downloaded the DollyDrive application, head over to [dollydrive.com](https://dollydrive.com) and click **Login**.

Click your username in the upper-right corner, and choose **Download** from the dropdown menu. On the next page, click **Download** to get the latest version of DollyDrive. From here, you can also go directly to the App Store to download DollyDrive's iPhone client iDolly.

## Install the DollyDrive Application



To install the application, simply open the .zip file you downloaded. It's probably in your **Downloads** folder. Drag the DollyDrive application icon into **Applications** to install.



This is DollyDrive's status bar. It's the primary way to interact with all your Dolly services. To open the Status Bar, click on the **DollyDrive icon** in your Mac's menu bar.

To access a particular DollyDrive service, click its icon at the top of the Status Bar.

**Cloud Backup:** DollyDrive gives you effortless off-site cloud backup. Set it and forget it, and if disaster ever strikes, all your stuff will be securely stored and ready to be restored. Use the Inclusions Assistant to specify exactly what gets backed up, and Scheduler to determine how often your Mac syncs to the cloud.

**Space:** Dolly space is your own private online file storage. Save hard-drive space by storing your files in the cloud, and access your most important documents anywhere in the world. Additionally, you can set files and folders to sync to multiple Macs and iOS devices.

**Local Backup:** Local Backup works just like Cloud Backup, but on a local drive. You can backup to a portable external drive, or to a second volume on your Mac.

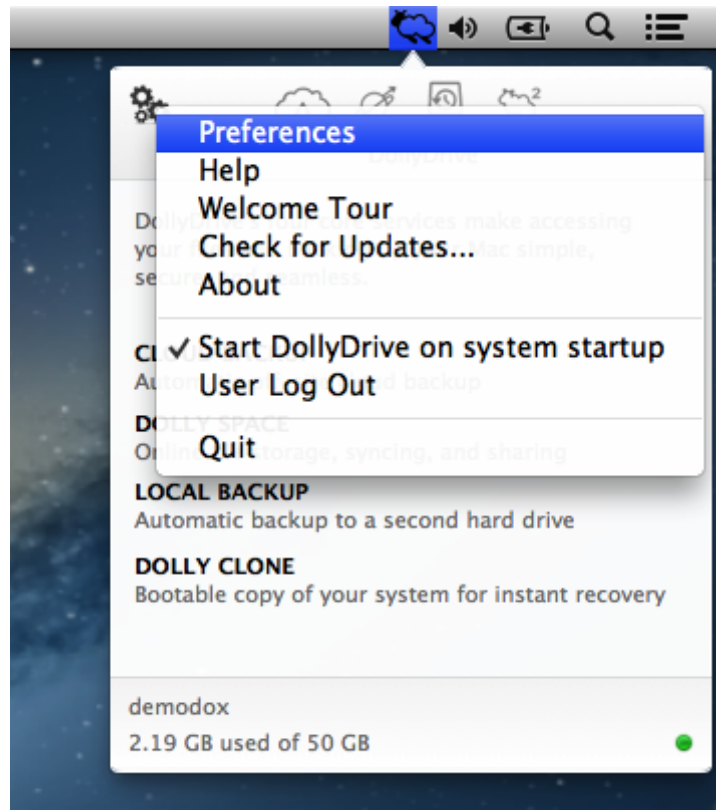
**Clone:** To get back up and running as quickly as possible, Dolly Clone creates a complete backup of your entire system. With Dolly Clone, recovering from a disaster can be as quick as restarting your Mac.

## DollyDrive Preferences

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In DollyDrive 2.0, all your preferences are consolidated into one location.

### Accessing Preferences

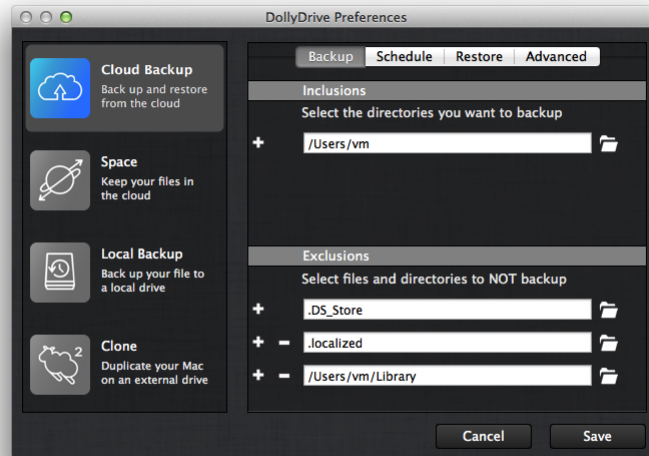


To access Preferences, click the **DollyDrive Status Bar icon**, then click the **gears** in the upper-left corner. Choose **Preferences**.

### Using the new Preferences window

Preference settings for each of the DollyDrive services can be set in this window. To change preference settings for a particular service, click it's icon in the left-hand column, and adjust preferences on the right. Use the tabs at the top of the screen to move between groups of related preferences.

## Cloud Backup Preferences



By default, DollyDrive will back up your entire user folder, which is located at `Users/username`. To change your backup or add additional locations, use the **Inclusions** section under the **Backup** tab.

To add an item to your backup, click the **Plus** icon. DollyDrive will create a new inclusion in your list. Click the **Folder** icon to launch a Finder window. Navigate to the folder, file, or drive that you want to include, and click **Open**.

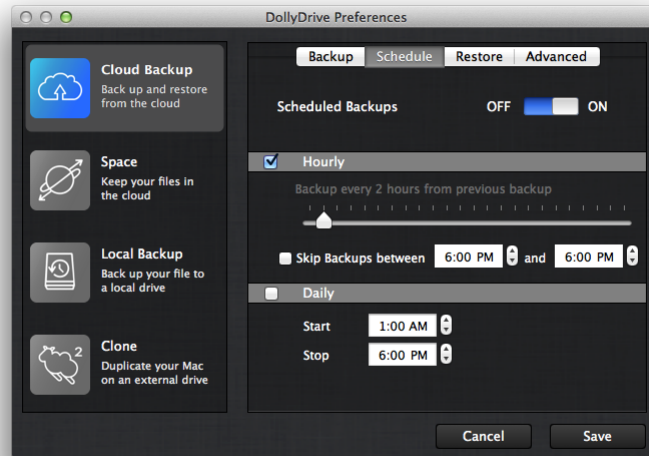
To remove an item from the list, use the **Minus** icon.

When you're done adding Inclusions, click **Save**, or **Cancel** to leave your backup settings unchanged.

Cloud Backup also ignores certain locations by default, including some invisible files and system files. If you have specific locations you want to exclude from your Cloud Backup, add them to your Exclusions using the same process as for **Inclusions**.



## Scheduler Preferences



The **Scheduler** tab allows you to specify when and how often you want DollyDrive to backup to the cloud. For manual backups, leave the switch **Off**, and Dolly will only backup when you choose **Start Cloud Backup** from the **Status Bar**.

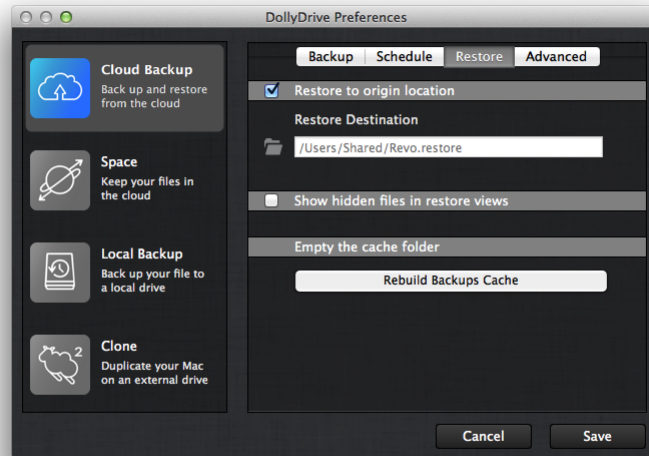
To set up automatic backups, slide the switch to **On**. By default, DollyDrive will set your backups to hourly, but you can use the **slider** to set your Cloud Backup for every 2-24 hours. Use the **Skip Backups Between** checkbox to suspend backups between specified times.

When you're done configuring your backup schedule, click **Save**, or **Cancel** to leave your backup settings unchanged.

Keep in mind that DollyDrive will start your backup based on the last time a backup completed, so large backups that take longer than your backup interval will not trigger subsequent backups until a backup has finished. For example, if your backups are set to run hourly, a backup could start at 1:00 PM. If that backup completes at 2:27 PM because you recently imported several large video files, the next backup would run at 3:27 PM.

When you're done scheduling, click **Save**, or **Cancel** to leave your backup settings unchanged.

## Restore Preferences



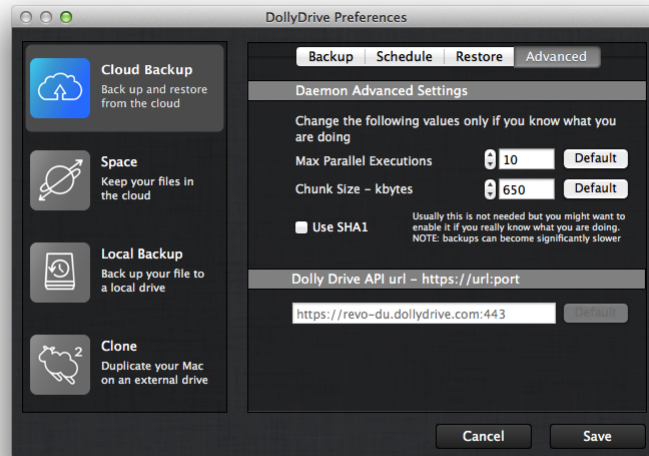
The **Restore** tab lets you set a destination for restored files. Check the box for **Restore to origin location** if you want to restore backed up files to the same location as the original file. Alternately, you can specify a single location for all restored files. To specify a location, uncheck the box, and click the **folder icon**. Navigate to your preferred restore location, and click **Open**.

**Show hidden files in restore views** allows you to toggle between showing and hiding invisible files. In most cases, leave the box unchecked.

You won't need to use the **Rebuild Backups Cache** button unless directed to by DollyDrive support staff.

When you're done scheduling, click **Save**, or **Cancel** to leave your backup settings unchanged.

## Advanced Preferences



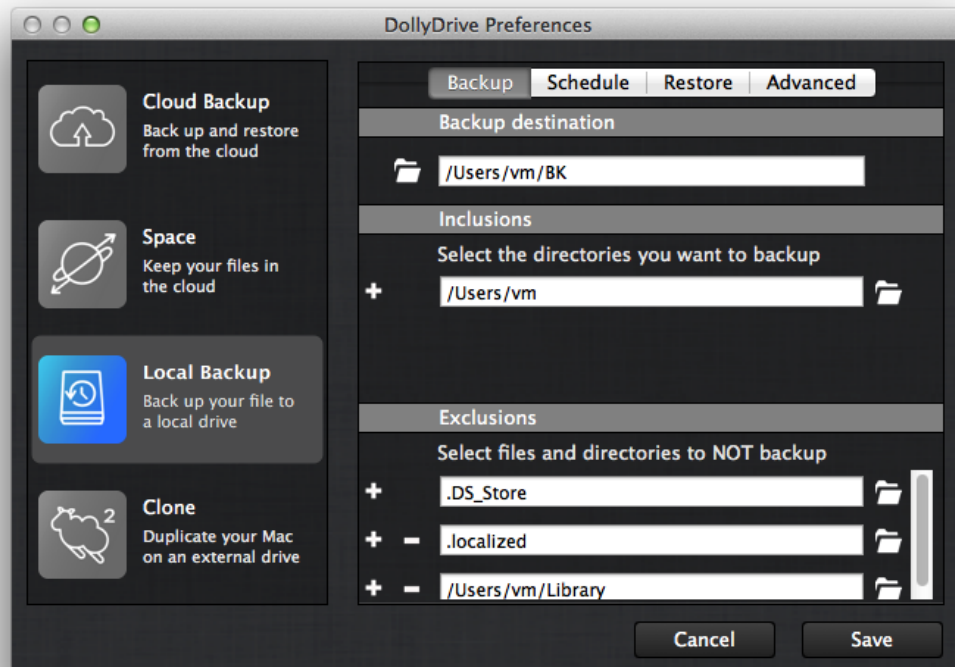
Only change settings in the Advanced tab if you know what you are doing.

To change the number of files DollyDrive backs up simultaneously, increase **Max Parallel Executions**. You can also increase the **Chunk Size**. Increasing these numbers will increase the speed of your Dolly backup, but it will also use more resources on your Mac. To lower the bandwidth used by DollyDrive, you can lower these numbers below their 4/4,000 default settings.

Please do not change the **DollyDrive Revo Api Server** setting unless advised by support.

When you're done adjusting preferences, click **Save**, or **Cancel** to leave your backup settings unchanged.

## Local Backup Preferences



Local Backup preferences offers the same options as Cloud Backup. For more on each of these settings, see the Cloud Backup Preferences section of this manual.

By maintaining separate preferences for local and cloud backups, DollyDrive allows you to create a different backup set for each service, as well as maintaining separate schedules for your local and cloud backups.

By default, DollyDrive will store your local backup in `/Users/Shared`. We recommend that you back up to a second hard drive, to guard against drive failure. To change your backup location, click the **folder icon**, then navigate to your backup location and choose **Open**.

When you're done adjusting preferences, click **Save**, or **Cancel** to leave your backup settings unchanged.

## Space Preferences

Please do not change Space preferences unless advised by support.

## Clone Preferences

The Clone Preferences let you schedule your clones. This scheduler operates the same way as the Scheduler for Cloud and Local backups.

**Keep in mind that creating a clone will erase your entire destination drive.**

## Cloud Backup

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### How DollyDrive Backs Up

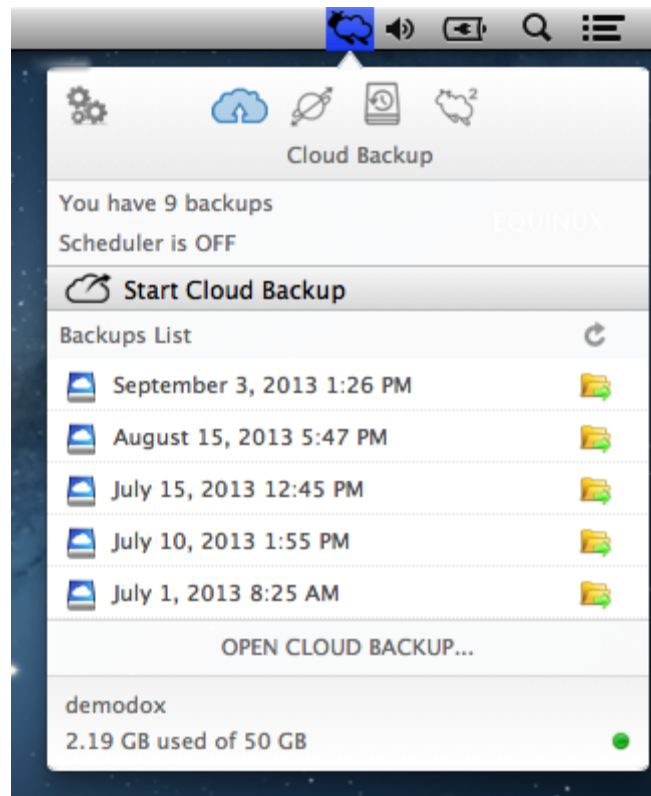
DollyDrive offers incremental, versioned backup. It sounds complicated, but it means is you get the fastest, most convenient, and most useful backup possible.

*Incremental* means that DollyDrive only backs up what's new since your last backup. So while your first backup might take several hours (or even days), subsequent backups will be much, much faster. In fact, you might not even notice them happening at all. The first time you backup, Dolly has to make a copy of everything. But the second time, (and every time after that) Dolly intelligently skips all the files that haven't changed since your last backup, and only copies the data that is new or different since your last backup.

*Versioned* means that DollyDrive doesn't just write over an older version of your file with the newer version. Dolly keeps them both—and all the other ones, too. That way, if you make a bunch of changes to a file one day, and then decide later that you want to get rid of those changes, instead of undoing all of that work, you can use your Cloud Backup to retrieve an earlier version of the file. It's simple!

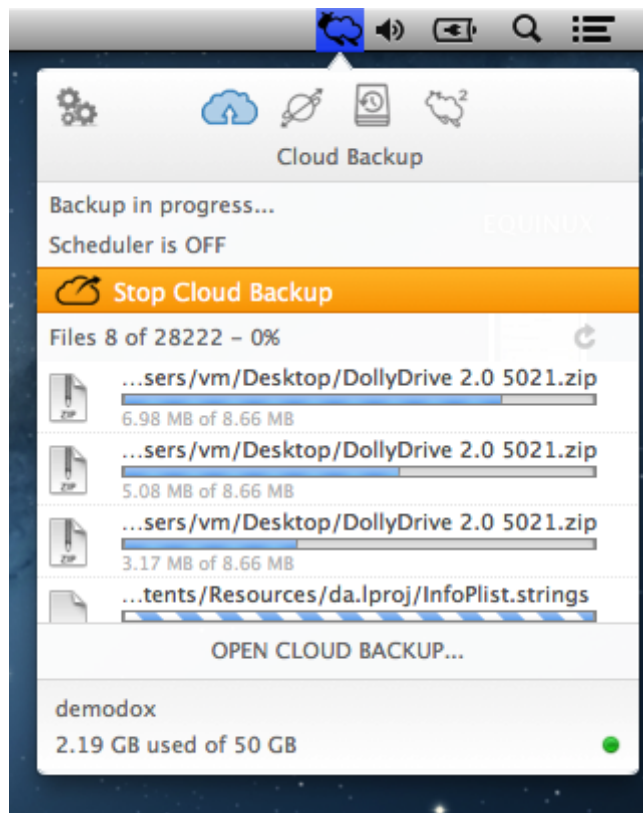
**A note about data security:** Cloud Backup securely backs up files to our servers in the cloud using 256-bit SSL encryption, so your files are always safe with DollyDrive.

## Starting Your Cloud Backup



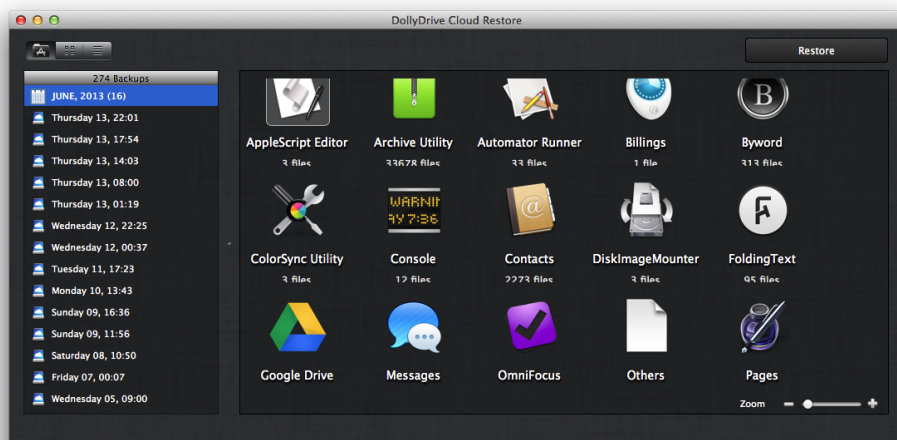
To start your Cloud Backup, open the DollyDrive Status Bar and click **Start Cloud Backup**. DollyDrive will begin scanning your system, and uploading files to DollyDrive's servers. By default, Cloud Backup is configured to back up your entire user folder, located at `Users/username`. If you'd like to restrict your Cloud Backups to a subset of your files, use Dolly's **Inclusions** and **Exclusions**. See the [DollyDrive Preferences](#) section of this manual for more details on configuring your backup.

If you prefer to backup your Mac automatically, use the Scheduler options in [DollyDrive Preferences](#) to set up regular automatic backups.



Once a backup begins, the Status Bar will update with information about your in-progress backup. Progress bars will appear for files as they are backed up to DollyDrive's servers. If you need to stop a backup, simply click **Stop Cloud Backup**. Your next backup will automatically pick up right where you left off.

## Restoring Files From Your Backup



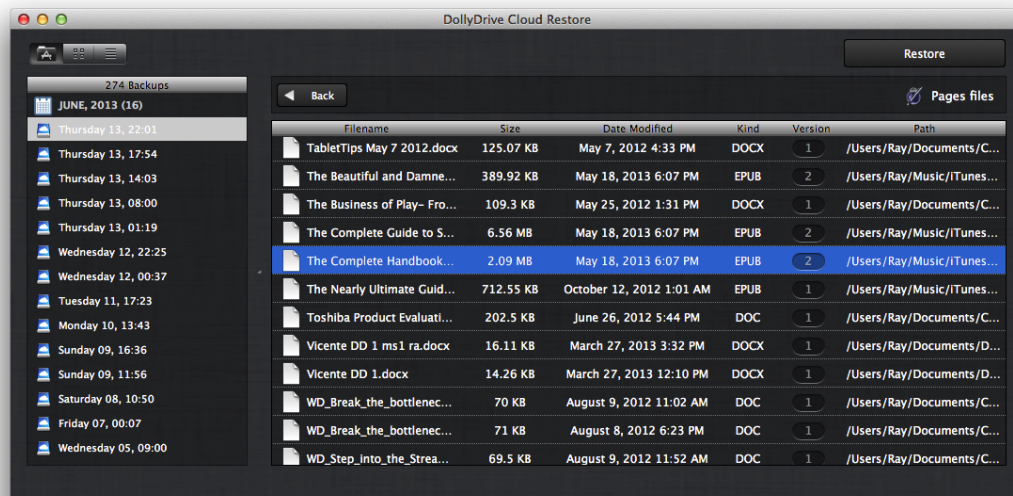
To restore files, open the Cloud Backup pane in the Status Bar, and click **Open Cloud Backup**. DollyDrive displays your files grouped by the application that created it. To see a particular group of files, simply double-click on an application to see all of its files. To see more or less onscreen at



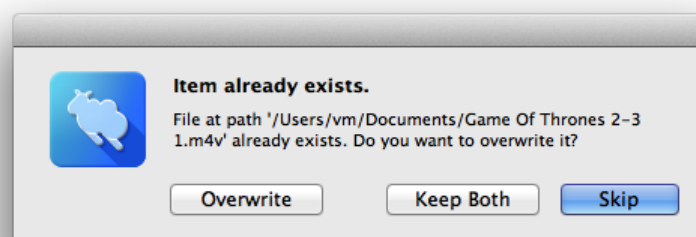
once, use the **Zoom slider** in the lower-left corner of the window.

The list on the left side shows each of your backups. Click on a date to quickly drill down to backups from a particular day or time.

You can also browse backups using **Icon** or **List View** by clicking the appropriate **View** button above the date list.



To restore a file, find the file you'd like to restore from your backup, and click the **Restore** button in the upper-right corner of the window. Depending on your settings in [Cloud Backup Preferences](#), DollyDrive will restore your files to your designated Restore Destination, or to the original location.



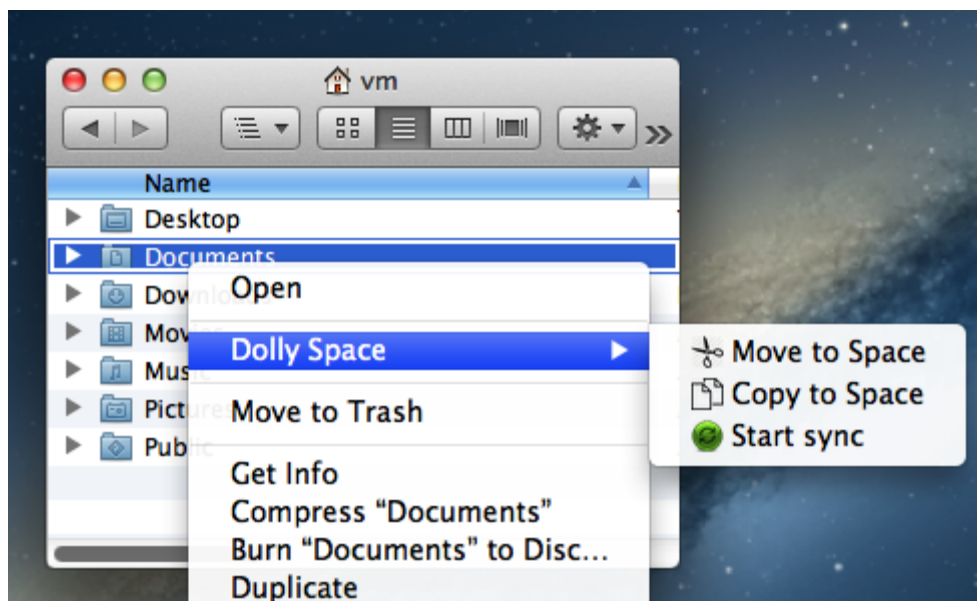
If you attempt to restore a file, and there is already a file with that name in the restore location, DollyDrive will ask if you want to **Skip**, **Keep both**, or **Overwrite** the file. Choosing **Keep both** will append the resored filename with `_restore` so that you'll be able to tell the duplicate files apart. **Skip** will cancel restore for that file, and **Overwrite** will replace the existing file with the version you are restoring.

## Space

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Space is your secure online cloud storage solution. Easily store files in Space, or use the sync function to keep updated copies across multiple devices. Wherever you have internet access, you have Space.

### Move, Copy & Sync



Space has three separate functions that compliment each other: **Move**, **Copy**, and **Sync**.

**Move** stores files or folders into DollyDrive's cloud. Moved items aren't stored on your Mac, so you'll save disk space, but they'll always be available for download from Space any time you need them.

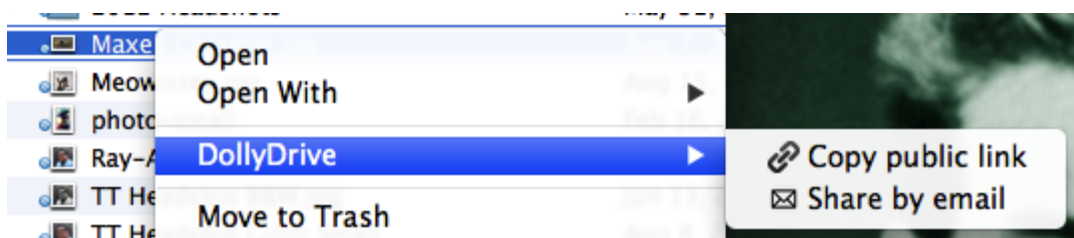
**Copy** duplicates your files in Space. Your original is still on your Mac, and a second copy exists in Space.

**Sync** copies a folder into Space, and updates the copy as needed. If you have multiple Macs logged into the same DollyDrive account, synced files will be automatically copied to both of them. For example, you could work on a synced file on your office iMac, and the changes will automatically be downloaded to your MacBook at home.

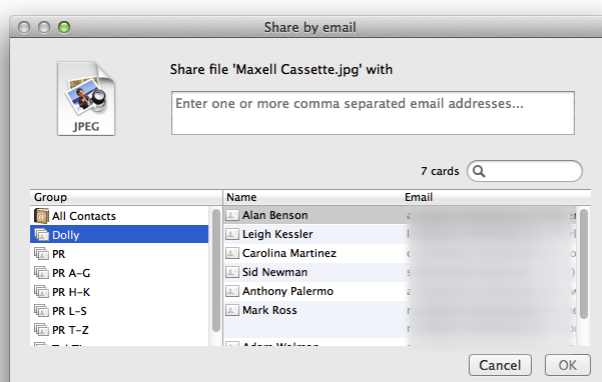
### Using Space From Finder

You can interact with Space using OSX's contextual menu. Select an item, then **right-click** (also known as **Control-click**). Scroll down to **Dolly Space**, and choose **Move to Space**, **Copy to Space**, or **Start Sync**. While a folder is being uploaded, a blue dial will appear on its icon. Synced

folders are indicated by a green dial. To turn off sync for a folder, select it, and choose **Stop Sync**. You can also exclude a subfolder of a synced folder by selecting **Exclude from sync** from the DollyDrive contextual menu.



You can also share synced files directly from Finder. Control-click on a file you'd like to share, choose DollyDrive and either **Copy public link** or **Share by email**.

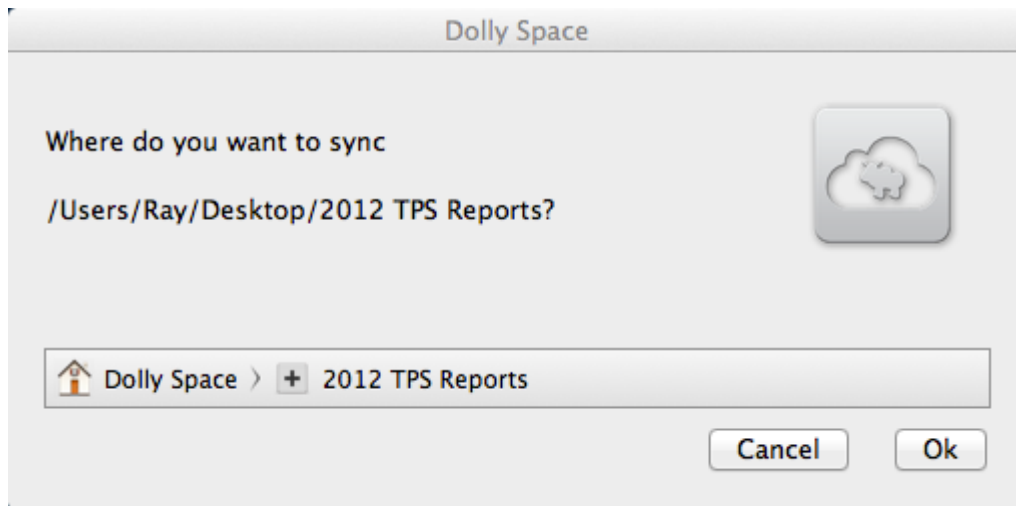


**Copy public link** creates a secure link to your item, and copies it to your clipboard. You can paste the link into an email, instant message, or any other Mac application.

**Send by email** opens an email window, and allows you to compose and send a message from within DollyDrive.

The first time you send an email, DollyDrive will ask permission to access your Contacts.

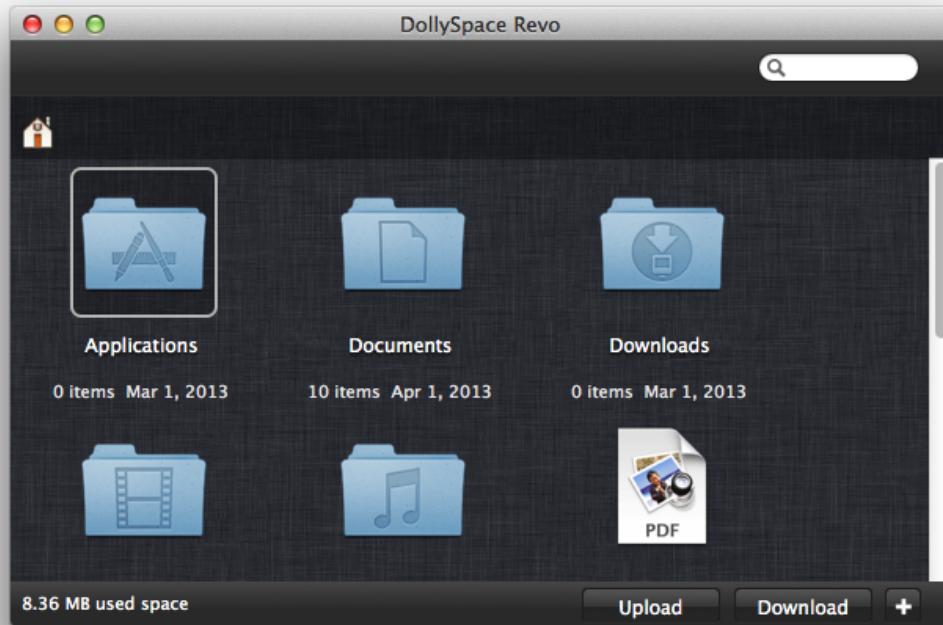
## Managing Sync Folders



When you start syncing a folder, a window will pop up so you can choose where the synced folder will go in Space. By default, Space will create a new folder at the top level of your Space storage with the same name as the one you are syncing. Click **Ok** to create a new folder in Space and begin syncing its contents.

You can also organize your files independently of how they're stored on your Mac. Click the **+** button to sync to select a preexisting folder in Space to use as the destination for the files you are syncing.

## Using the Space Interface



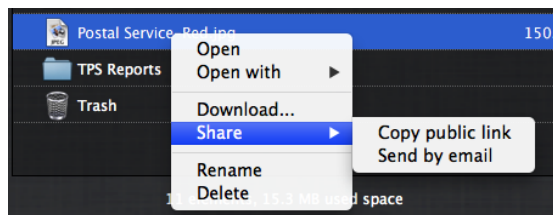
To view share, and download files stored in Space, click **DollyDrive** in the menubar, and choose **Space**. Click **Open Space** to bring up the Space interface.

**Upload** and **Download** buttons let you copy files to and from Space. You can also drag a files and folders directly from Finder to copy them into Space.

Click **+** to add folders, and you can drag files in Space to move them into a folder.

There's also a Trash can, which works just like your Mac's trash can. Drag files to it, or **right-click (or Control-click)** on items and choose **Delete**. Empty Trash by **right-clicking** on the **Trash** and choosing **Delete**.

## Sharing Items From Space



To share an item, select it and **right-click (or Control-click)**. Choose **Share**, and then one of DollyDrive's sharing options.

**Copy public link** creates a secure link to your item, and copies it to your clipboard.

**Send by email** opens an email window, and allows you to compose and send a message from within DollyDrive. The first time you send an email, DollyDrive will ask permission to access your Contacts.

## Local Backup

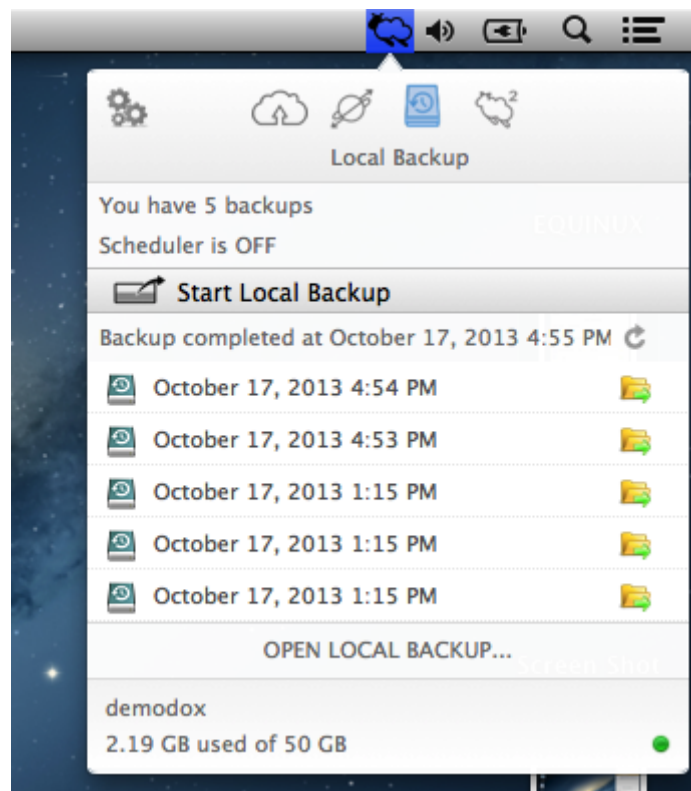
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Local Backup functions identically to Cloud Backup. The only difference is that Local Backup copies data to a local hard drive, instead of DollyDrive's secure cloud.

### Set Your Backup Destination

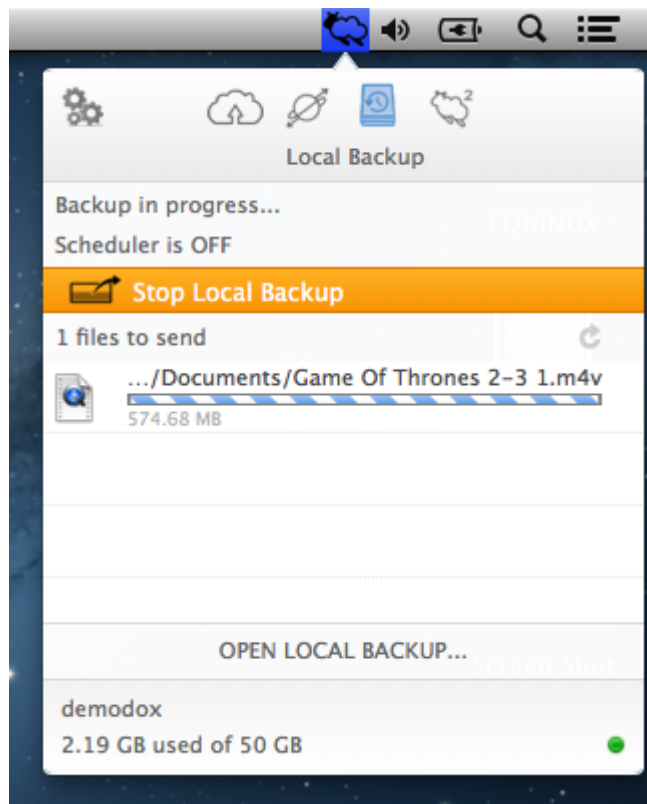
Before you start a Local Backup, you'll need to set a **Backup Destination** in **Preferences**. For more, see [DollyDrive Preferences](#).

### Starting Your Local Backup



To start your Local Backup, open the DollyDrive Status Bar and click **Start Local Backup**. DollyDrive will begin scanning your system and backing up your data. By default, Local Backup is configured to back up your entire user folder, located at `Users/username`. If you'd like to restrict your Local Backups to a subset of your files, use Dolly's **Inclusions** and **Exclusions**. See the [DollyDrive Preferences](#) section of this manual for more details on configuring your backup.

If you prefer to backup your Mac automatically, use the **Scheduler** options in [DollyDrive Preferences](#) to set up regular automatic backups.



Once a backup begins, the Status Bar will update with information about your in-progress backup. Progress bars will appear for files as they are backed up. If you need to stop a backup, simply click **Stop Local Backup**. Your next backup will automatically pick up right where you left off.

## Restoring Files From Your Backup



To restore files, open the Local Backup pane in the Status Bar, and click **Open Local Backup**. DollyDrive displays your files grouped by the application that created it. To see a particular group of files, simply double-click on an application to see all of its files. To see more or less onscreen at

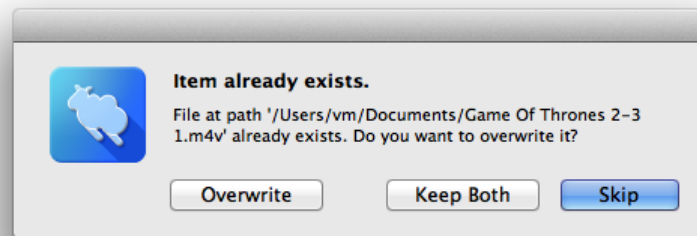


once, use the **Zoom slider** in the lower-left corner of the window.

The list on the left side shows each of your backups. Click on a date to quickly drill down to backups from a particular day or time.

You can also browse backups using **Icon** or **List View** by clicking the appropriate **View** button above the date list.

To restore a file, find the file you'd like to restore from your backup, and click the **Restore** button in the upper-right corner of the window. Depending on your settings in Local Backup [Preferences](#), DollyDrive will restore your files to your designated Restore Destination, or to the original location.



If you attempt to restore a file, and there is already a file with that name in the restore location, DollyDrive will ask if you want to **Skip**, **Keep both**, or **Overwrite** the file. Choosing **Keep both** will append the restored filename with `_restore` so that you'll be able to tell the duplicate files apart. **Skip** will cancel restore for that file, and **Overwrite** will replace the existing file with the version you are restoring.

## Clone

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[Cloud](#) or [Local Backup](#) is perfect for files that go missing or get corrupted, but when your hard drive dies, you'll need a clone. Don't worry, Dolly's got you covered! Here's how to clone your drive in case of disaster, and how to get back up and running in less than two minutes.

### What is a Clone?

A clone contains much more than your data. It's an exact copy of your entire hard drive. So exact that all you need to do is plug it into your Mac and **Restart**, and you'll be able to pick up right where you left off.

It sounds complicated, but Clone makes creating a clone, and keeping it up-to-date a simple process.

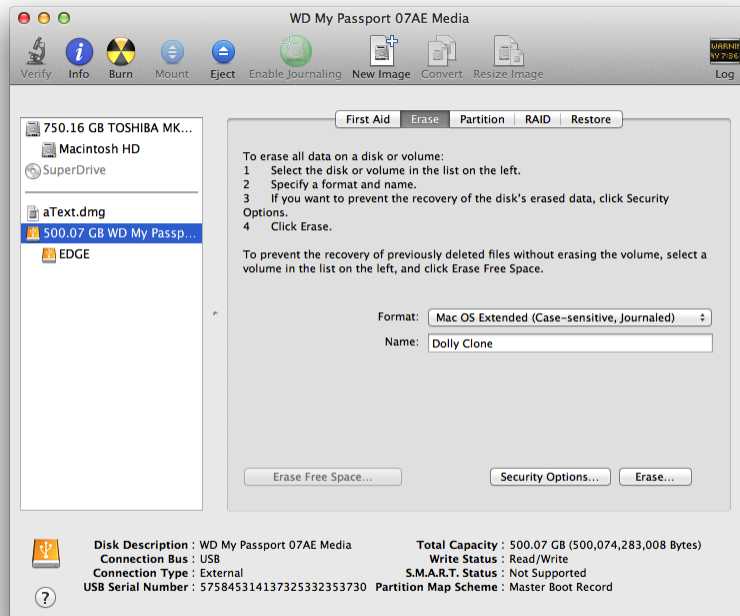
To clone your Mac, you'll need an second drive. A second internal drive in a Mac Pro will do, but iMac and MacBook users will need an external drive. Your clone disk will need to be at least as large as your Mac's startup drive.

### Format Your Drive

If you've got a drive that's already formatted for Mac, skip to the next step. But if you're using a drive formatted for Windows or another operating system, you'll need to re-format the drive before you can use it with Dolly Clone.

**Formatting your drive will erase everything on it.**

If you're re-using a drive, make sure you copy any important data to another location. This would be a great time to use Space (section 1.3) to store the contents of your drive in the cloud for safekeeping.



Open **Disk Utility**, located in *Applications > Utilities*. Connect your drive, and select it in the left-hand column.

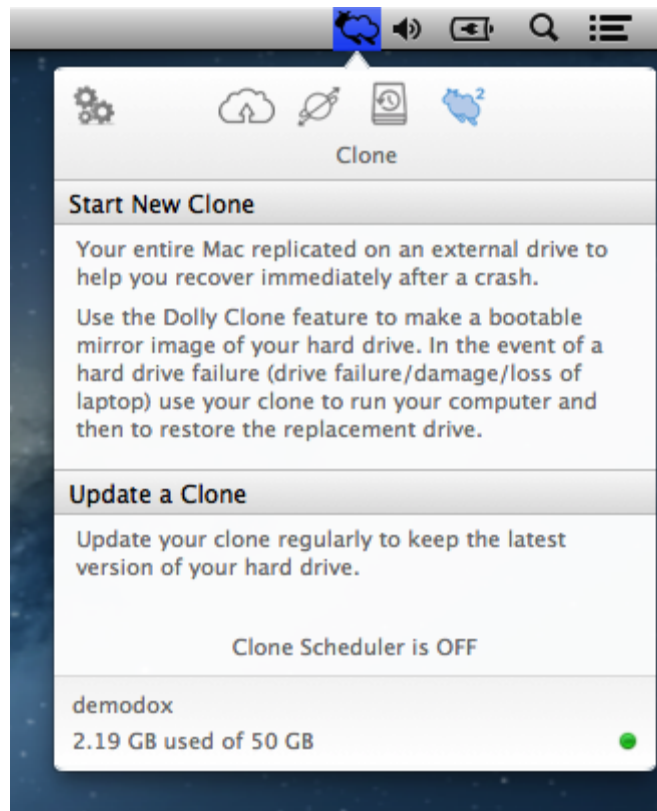
In the tabs at the top of the window, select **Erase** and choose **Mac OS Extended (Case-sensitive, Journaled)** in the **Format** pull-down menu.

Type a name for your clone drive in the **Name** field, and click **Erase....** Click **Erase** again in the pop-up window.

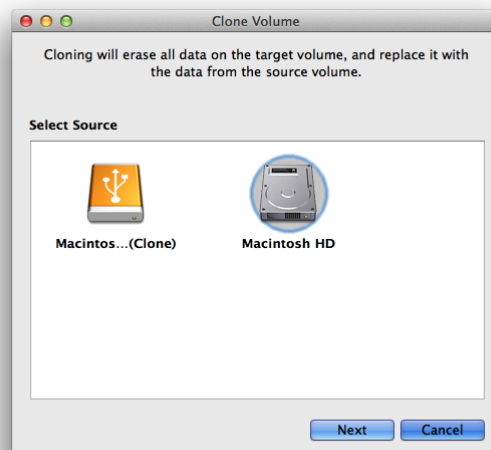
Congratulations! You're ready to use Clone.

## Your First Clone

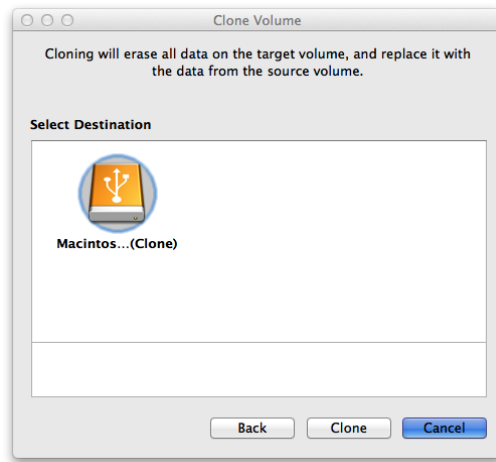
From Dolly's Status Bar, choose **Clone**.



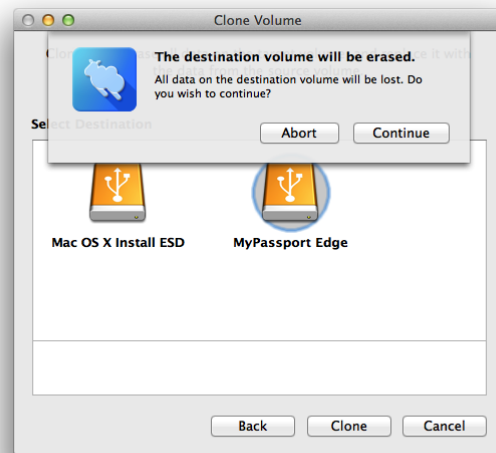
Make sure your Mac-formatted destination drive is connected, and click **Start New Clone**.



In the pop-up pane, select your **source** drive. This is the drive that you would like to clone. Click **Next**.



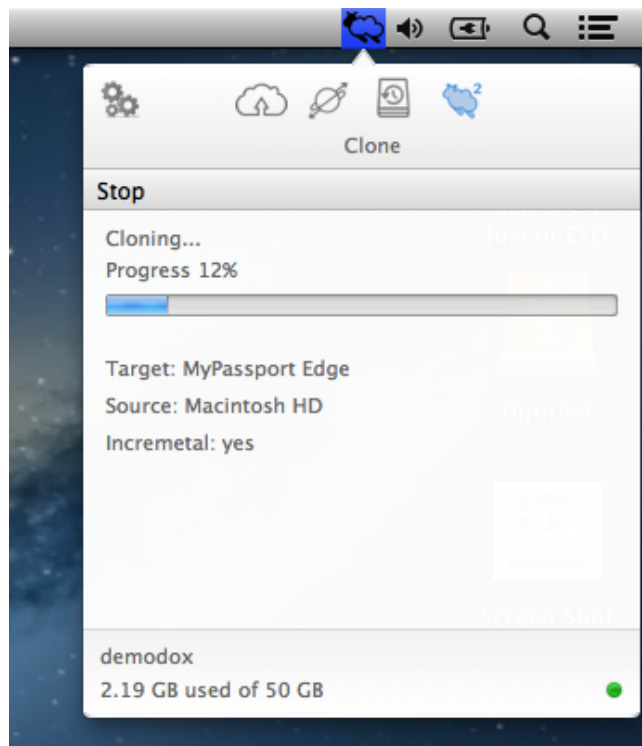
Select your **destination** drive. This is the secondary drive that will contain your clone. Click **Clone**.



**The cloning process will erase everything on your destination drive.** As a precaution, DollyDrive will pop up a confirmation pane. Click **Continue** to begin cloning, or **Abort** to cancel.



A Finder window will pop up to confirm your choice to erase the destination disk and clone your drive. Enter the password for your user account (the one you use when you start your Mac) and click **OK**.



DollyDrive will begin cloning your Mac. If you need to halt a Clone, use the Stop button. When your clone is finished, DollyDrive will display a message showing the date and time of your completed clone.

## Updating an Existing Clone

Updating a clone is just as simple as creating a new one. Plug in the destination drive for your clone, and choose **Update Clone** in the **Clone** section of the **Status Bar**. Updating an existing clone is a much faster process than starting from scratch. DollyDrive will scan your clone, and update only the files that have changed since last time your drive was cloned.

## Booting From a Clone

If you ever need to use your clone, you can start your Mac with it by plugging in your clone drive, and restarting your Mac. Hold down the **Option** key, which will bring up the **Startup Manager**, where you can select your clone to boot your Mac. For more on booting from external drives, check Apple's support site at <http://support.apple.com/kb/HT1948>.

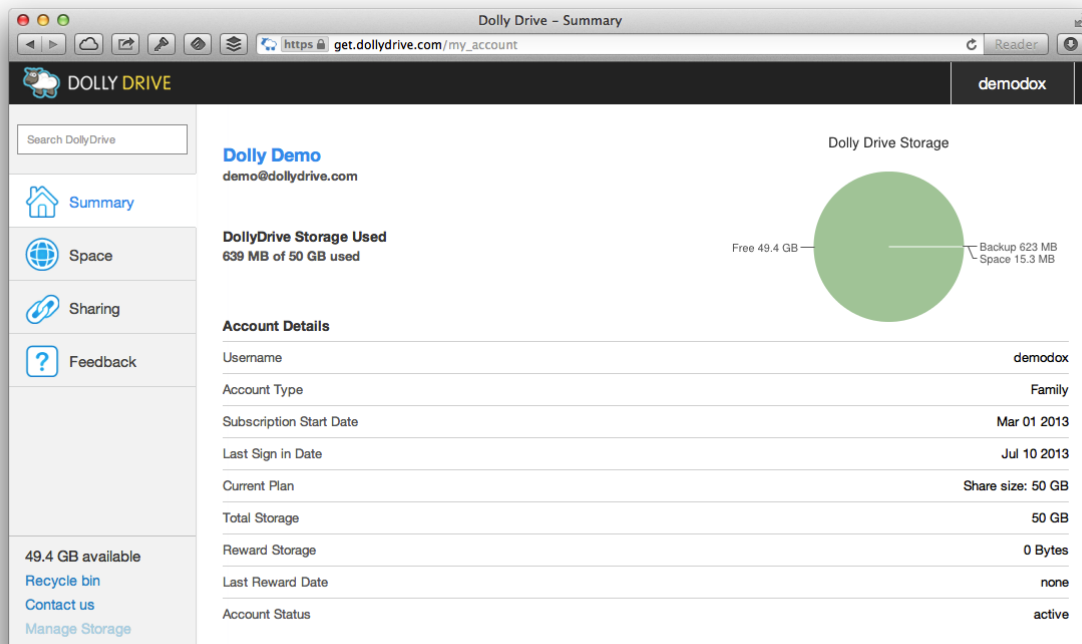
# **Dolly Drive on the Web**



## Using the Web Interface

In addition to DollyDrive's Mac & iOS applications, there's also a web interface, where you can manage & share files in Space, as well as submit feedback to our support team, and sign up to test beta versions of DollyDrive.

### Accessing the Web Interface

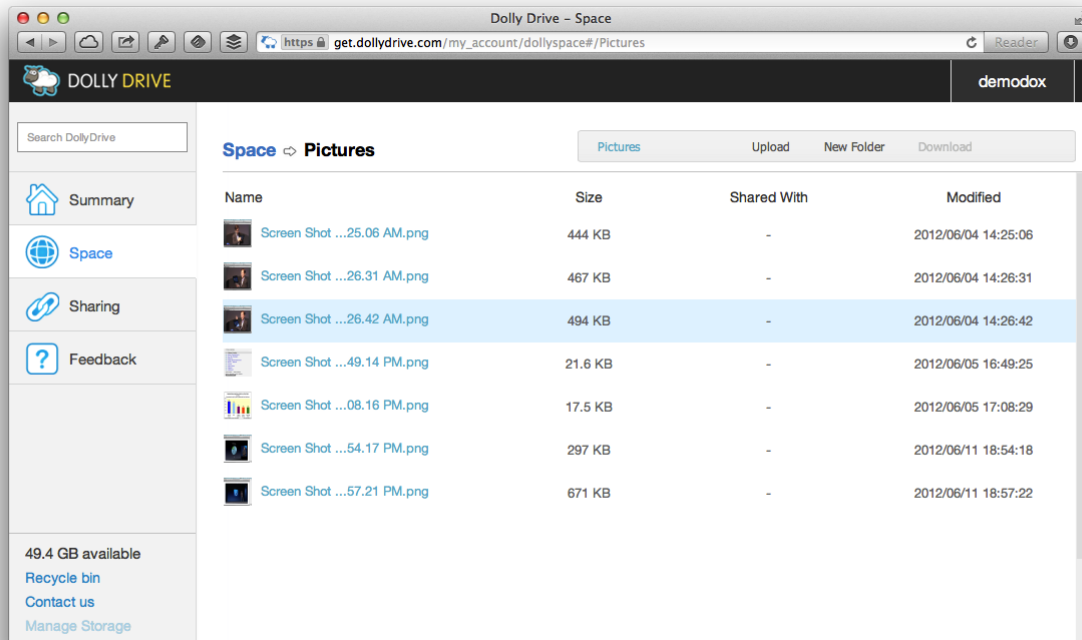


To use DollyDrive's web portal, sign into your account at [www.dollydrive.com](http://www.dollydrive.com). The **Summary** tab offers details about your account, including storage usage, and the version of DollyDrive you're currently running.

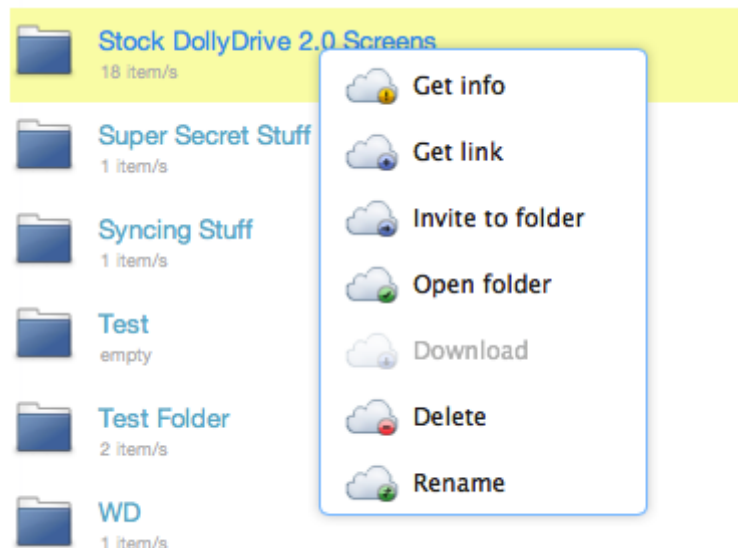
### Space on the Web

Clicking on Space in the navigation pane will take you to Dolly Space. All your files and folders archived or synced with Dolly Space will appear here. Click on a folder to open it, or click on Space at the top of the list to return to any folder in your hierarchy. You can also use the buttons in the top right to **Upload** new files, or create a **New Folder**.

## Downloading and Sharing Files



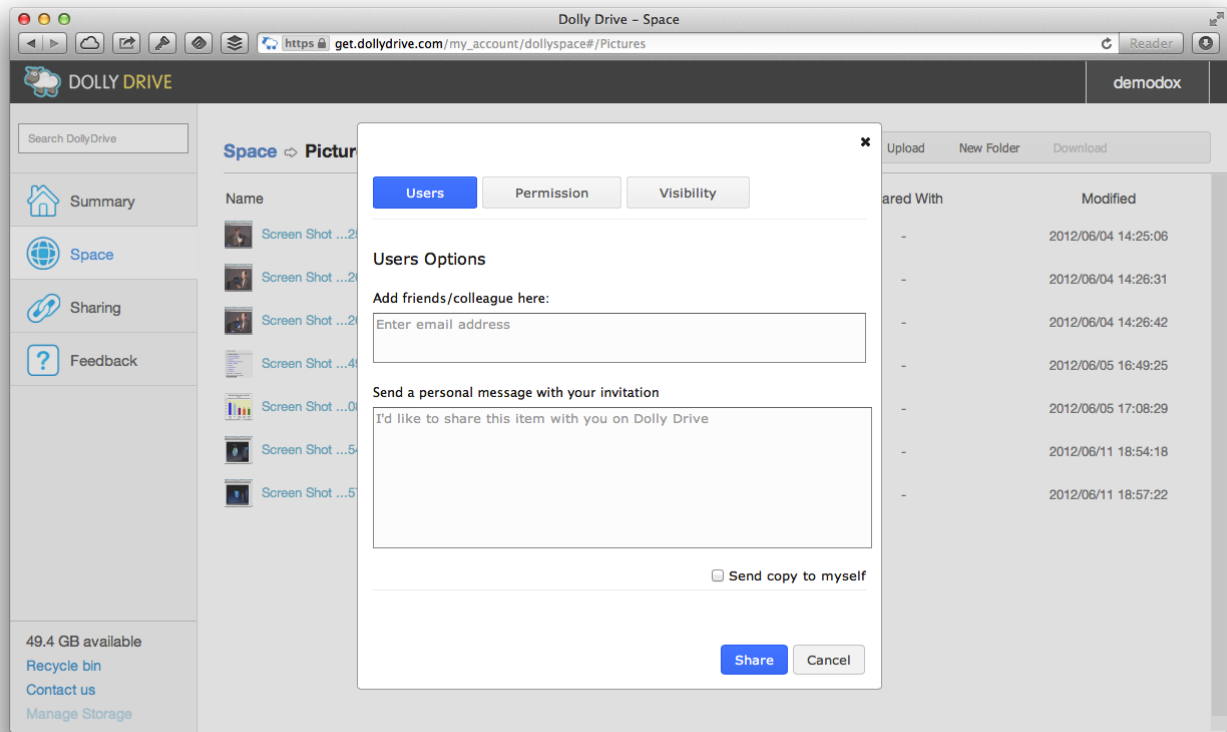
To download files simply click on the linked filename, and it will download to your Mac.



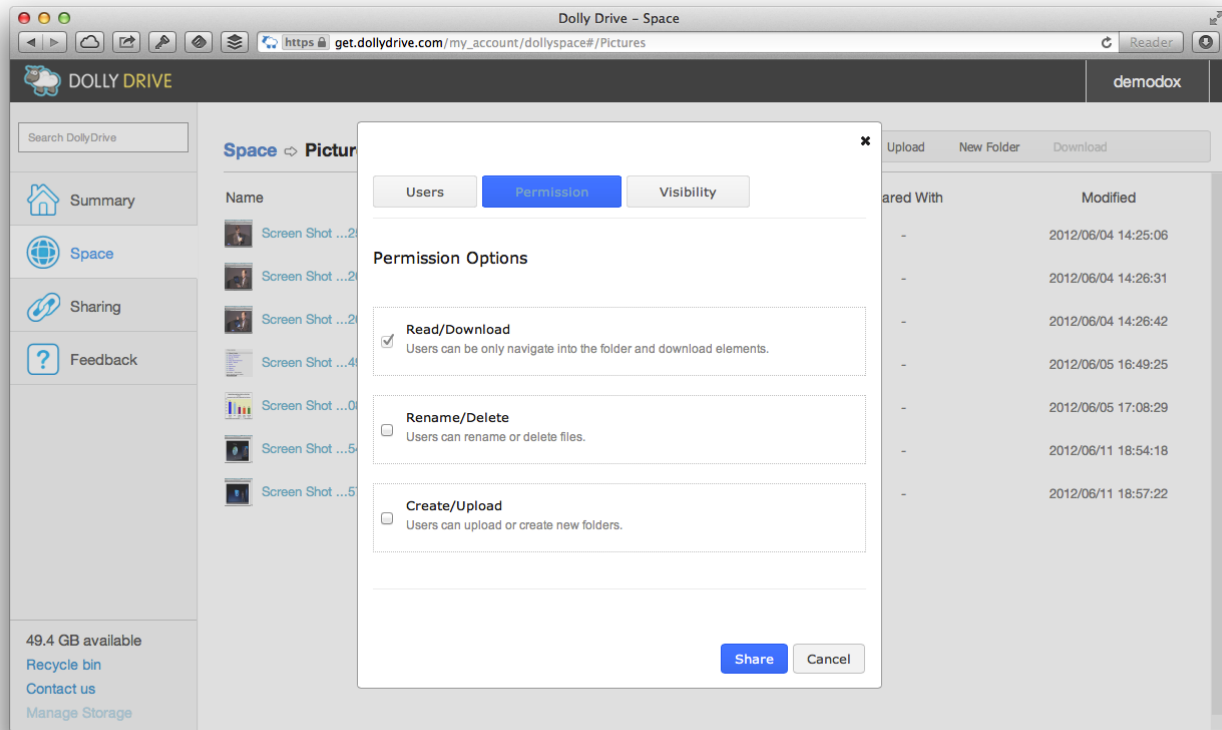
To share a file, **right-click** a filename to bring up the contextual menu. Get link will pop up a window with a private link. To send a link via email, choose **Invite to folder** and use DollyDrive's email integration to compose and send your message. These options can also be accessed from

the **More** menu in the upper-right corner of the web interface.

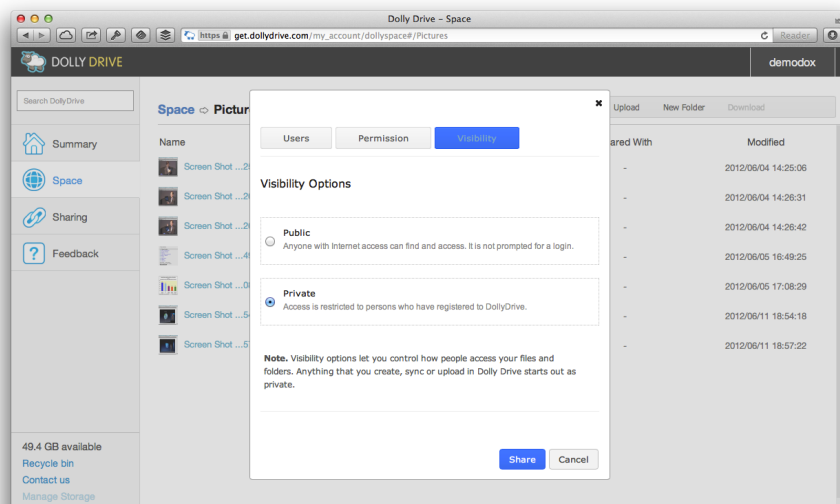
## Sharing Options



To share your file, enter an email address, and an optional personal message. Your recipient will receive an email from DollyDrive, with details of the file you have shared, and a link to download it. To share with multiple recipients, enter addresses separated by commas. Additional options for sharing can be set in the **Permission** and **Visibility** tabs.



The **Permission** tab lets you manage access to shared files. Sharing a file allows recipients to open and download shared files, so **Read/Download** is checked by default. You can optionally allow users to rename & delete files by checking **Rename/Delete**. If you want to allow recipients to create folders and upload new files, select **Create/Upload**.



You can adjust your files' security settings in the **Visibility** tab. By default, shared files are **Private**, which means that users will need to be logged into a DollyDrive account to access files. You can also set Visibility to **Public**. Anyone with the link to a public file will be able to access it.

## Working with Images in Space



DollyDrive's web interface automatically creates a gallery-style layout for all your images. Clicking on an image will bring up a gallery view for the current folder. Click a thumbnail to browse images. When you find the image you want to download, simply click on the **Download** button.

To share a photo, click **Share** and Dolly will create a special shareable link to that photo, which you can copy and paste into an email, instant message, or anywhere else you'd like to share the image. When you share an image via a link, anyone with the link will be able to view and download your content, without needing to login to DollyDrive.

When you're done viewing or sharing images, click **Close** to go back to Space's file view.

## Get Info, Deleting & Renaming Files

To see more details about a file you've stored in Space, select it and choose **Get Info**. DollyDrive will display a pop up with the file's name, size, modified date, and sharing details.

You can also delete and rename files using Dolly's web interface. To delete a file, select your file by clicking on it, then choose **Delete** from the contextual menu or **More** menu. A confirmation will appear, to make sure you don't toss anything out by mistake. Click **Delete** to move the file to **Trash**, or **Cancel** to leave it Space.

To view items in **Trash**, click **Recycle Bin** in the left-hand column. For more on Dolly's Trash, see section 1.3 of this manual.

To Rename a file, select it and choose **Rename**. Type a new name for your file, and click **Rename**, or **Cancel** to go back.

## Feedback

To send feedback to the DollyDrive team, click **Feedback** in the left column. Choose the product you want to talk about, and enter your message in the fields provided. Click Send Feedback and you're done. For more support options, check out section 3.1 of this manual.

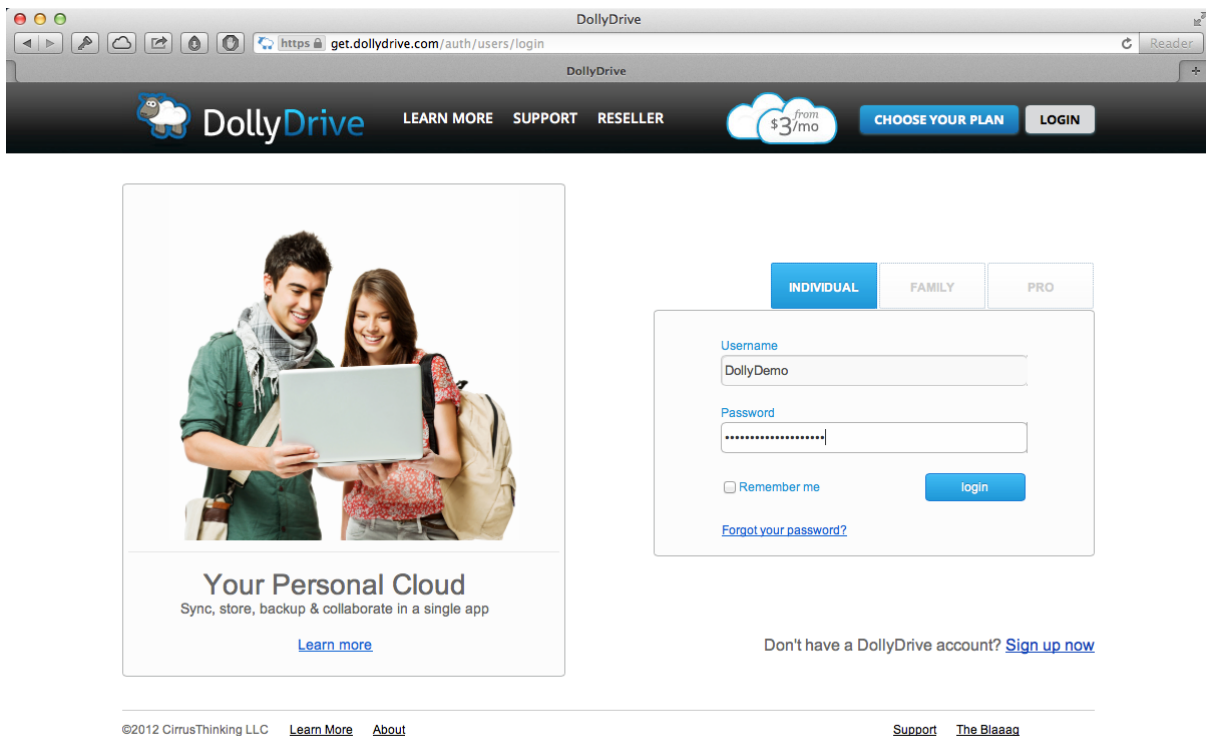
## Changing your Password

To change your DollyDrive password, you'll need to change it first in Dolly's web interface, and then update the DollyDrive application on your Mac to use the new password. Here's how to do it.

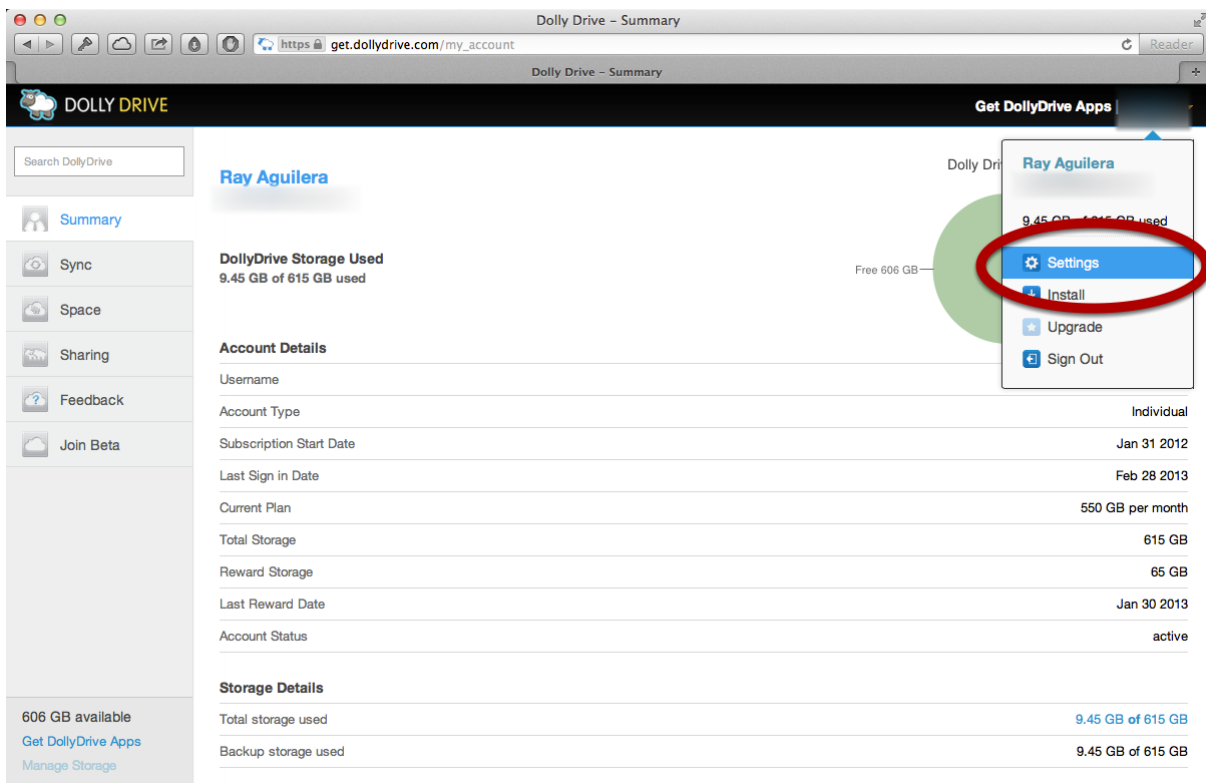
### Create a New Account Password



To change your password, head to [www.dollydrive.com](http://www.dollydrive.com). Click **Login** in the upper-right.



On the login page, enter your username and password, then click **Login**.



On your account page, click your username, and choose **Settings**.



Dolly Drive - Settings

Cancel your account

### Login Information

First name\*

Last name\*

Email\*

Email confirmation\*

[Update](#)

### Browsing Information

This setting allows to show/hide hidden files. Hidden files are not shown by default.

☐ Show invisibles

### Password Information

[Change](#)

Scroll to the bottom of the page, and click **Change** under **Password Information**. A link to change your password will be sent to the email address associated with your account.

DollyDrive

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### Change Password

New password

New password confirmation

[Change](#)

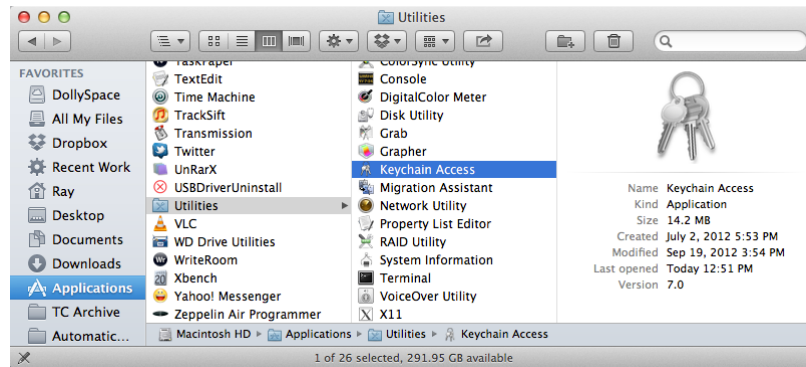
Don't have a DollyDrive account? [Sign up now](#)

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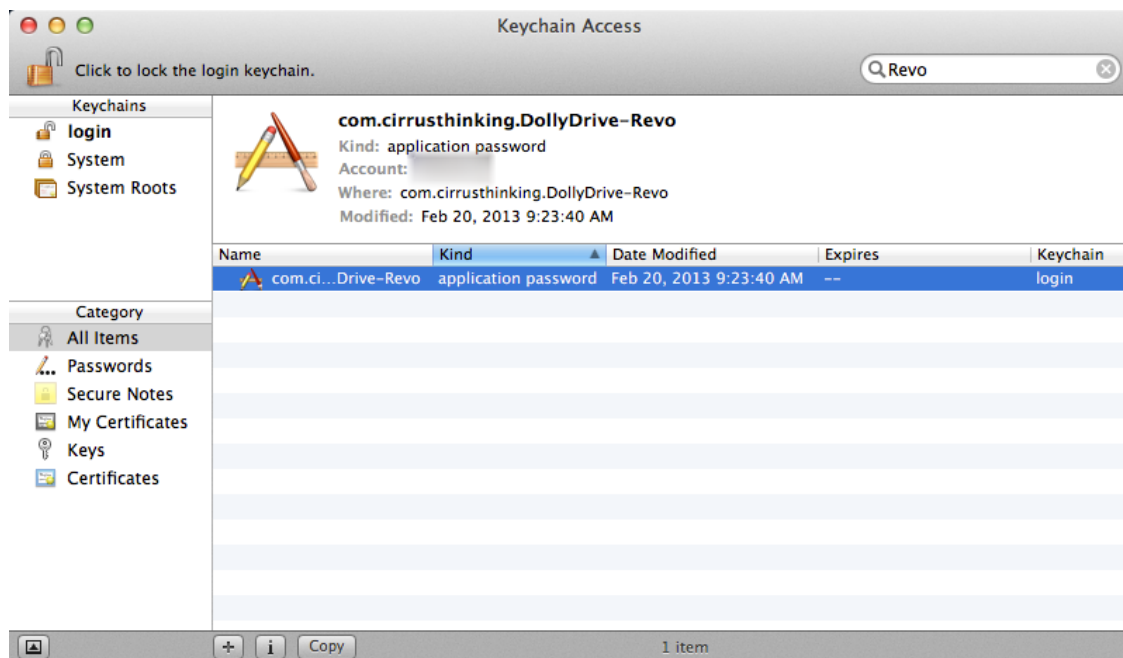
Click the link in your password reset email. Enter your new password into the **New Password** field, and then enter it again in the next field to confirm the change. Click **Change** when you're done.

## Update Your Password in DollyDrive

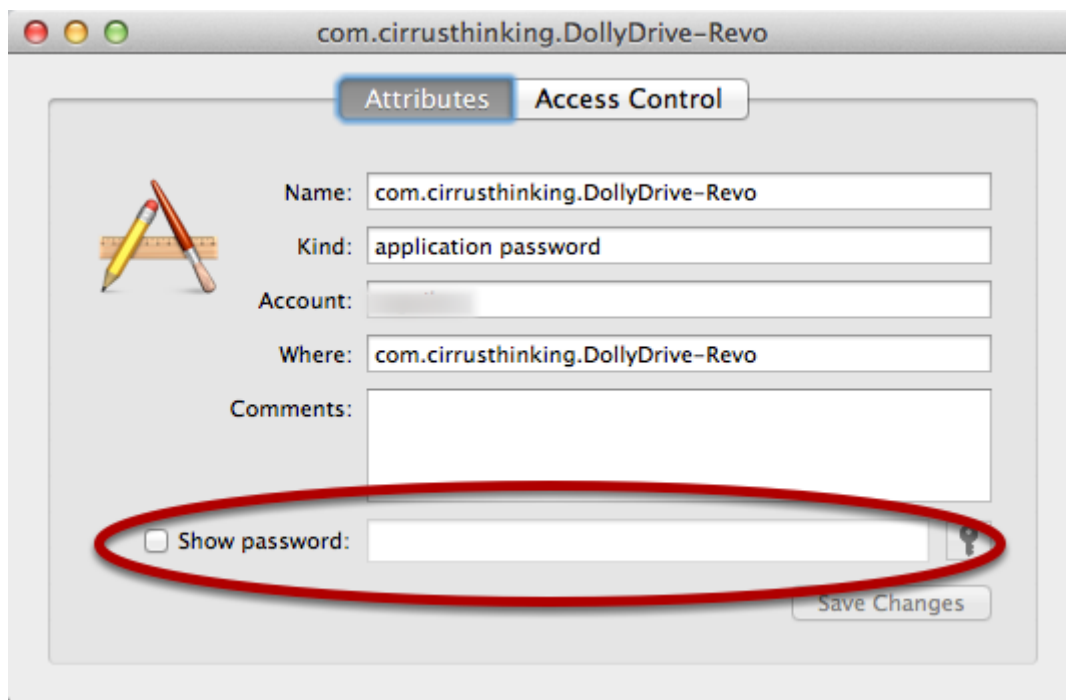
Quit DollyDrive by opening the Status Bar, clicking the **gear icon**, and choosing **Quit** from the menu.



To update your DollyDrive password, open **Keychain Access** on your Mac. You'll find it in *Applications/Utilities*.



To quickly find DollyDrive's credentials, type "revo" into the search field in the upper-right corner.



Open the entry named **com.cirrusthinking.DollyDrive-Revo**. Check the box marked **Show Password**. Your Mac will ask for your login password (the password you use to start up your Mac). Enter your login password, and type your new DollyDrive password into the **Show Password** field. Click **Save Changes** when you're done, and **quit** Keychain Access.

To complete your password change, **Restart** DollyDrive.

# **Dolly Drive on iOS**

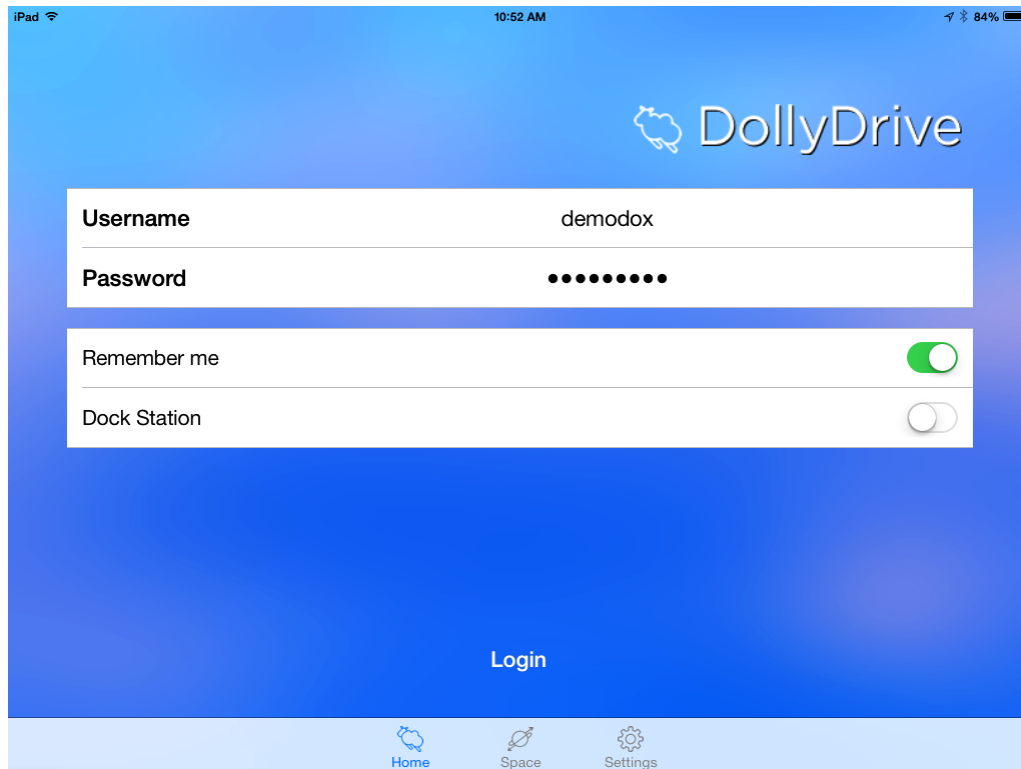
## iDolly

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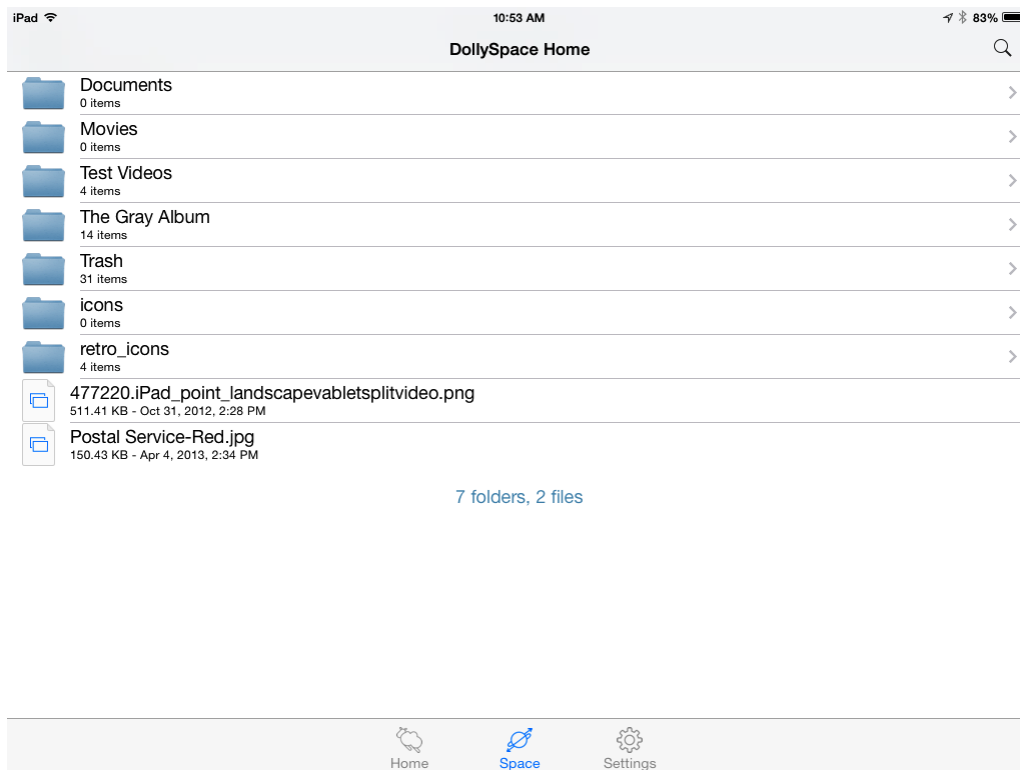
Use iDolly to access your [Space](#) files on your iOS device.

### Using iDolly

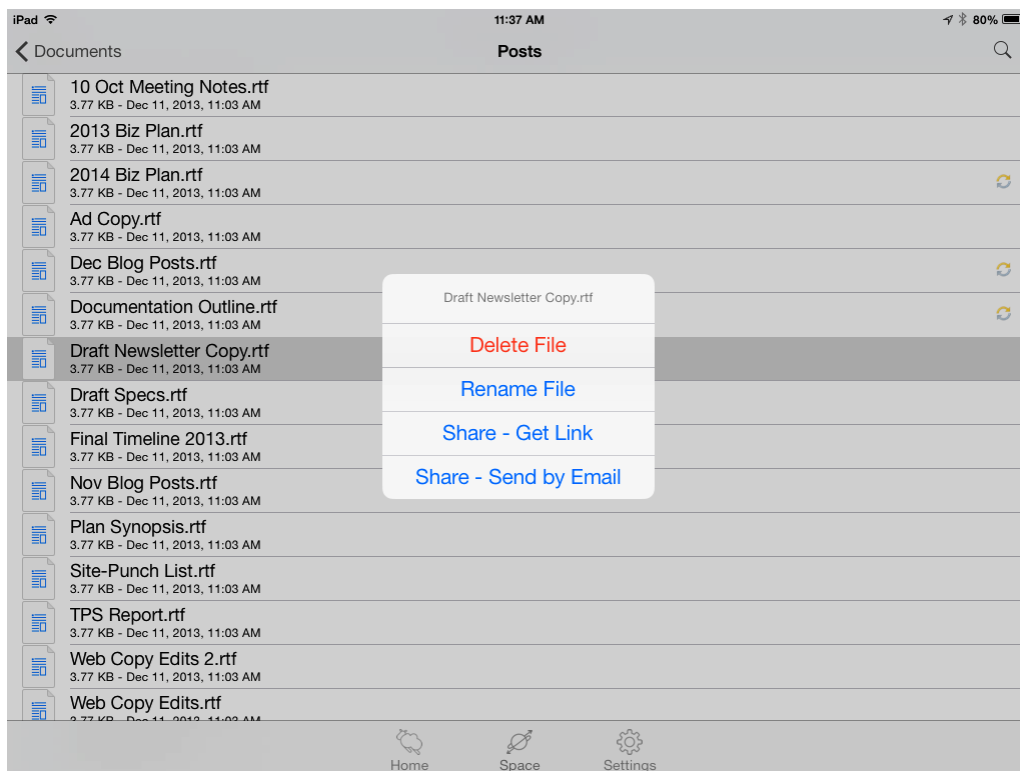
Install [iDolly via the App Store](#) on your iOS device.



Enter your DollyDrive credentials, and tap **Login**.



Tap on a file or folder to open it. When you open a file, iDolly will download a local copy to your iOS device.

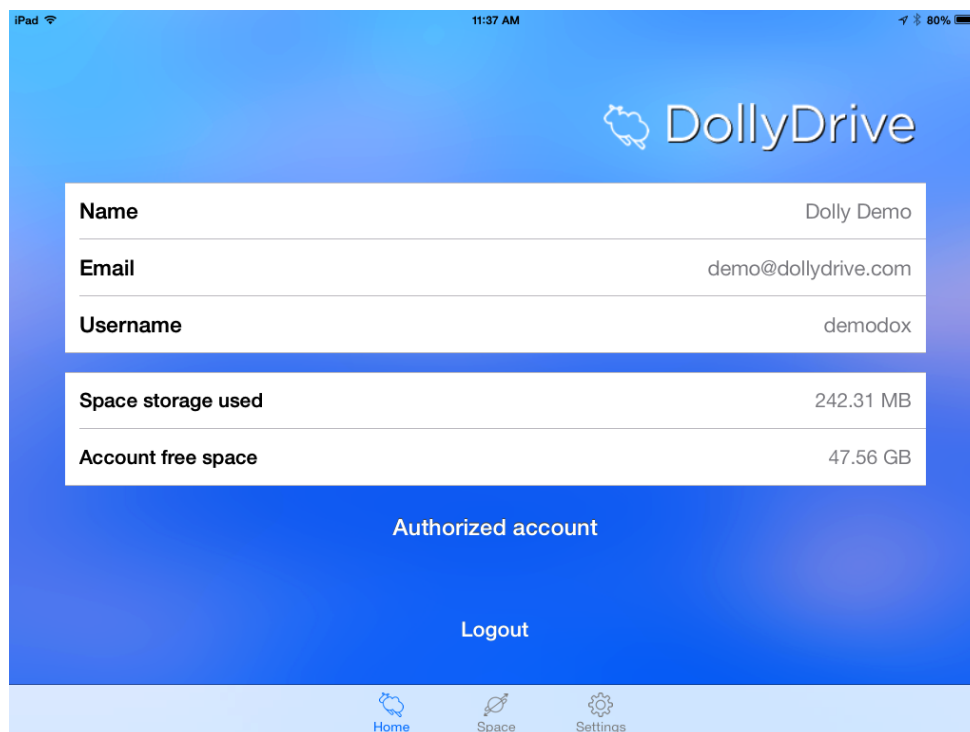


To share, rename, or delete files, tap and hold on a file. In the pane that pops up, select the function you would like to use.



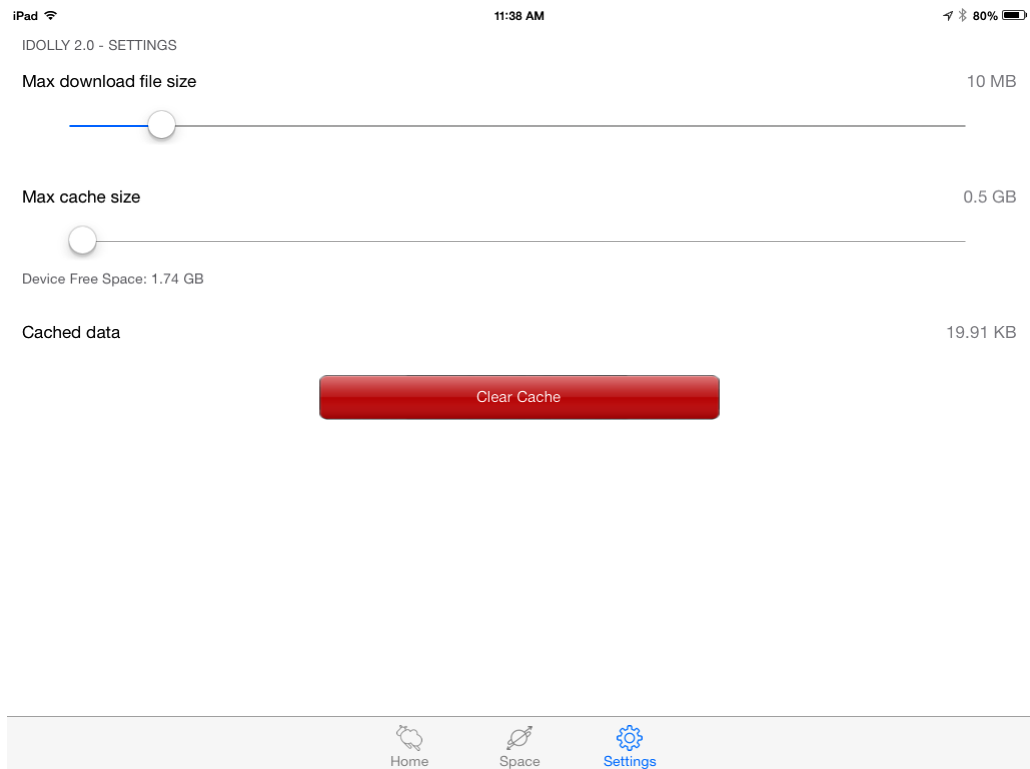
To open a file in another application for editing, tap the **Send To** icon in the upper-right corner. Then choose a compatible app from the pop-up pane.

## View Your Storage Information



To see how much Space you are currently using, tap the **Home** icon.

## iDolly Settings



To change your Max download file size or Max cache size, use the sliders.

You can clear your cached data by tapping the **Clear Cache** button. This will delete any locally stored files from your device, but your originals will still be available for download in Space.



# Getting Help

## We're Here to Help

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### Need Help?



DollyDrive is easy to use. But if you do need help, reach out to our top-notch support team. Send an email to [support@dollydrive.com](mailto:support@dollydrive.com). You can also browse our Knowledge Base or ask questions at [helpdesk.dollydrive.com](http://helpdesk.dollydrive.com). Whatever you need, just let us know.